



Intended Usage

- ◆ To help facilitate communication for deaf and hard of hearing individuals that you serve
- ◆ Traditional VRS (video relay services) phone calls by consumers
- ◆ VRI (Video Remote Interpreting) needs that may arise to help facilitate communication among staff and consumers in need of services in remote areas or for short meetings where it would be cost effective rather than bringing in an interpreter
- ◆ Not intended for regular consumer usage or other phone calls in the office

VRS Calls

- ◆ Consumer Call via VRS
 - When a consumer calls through Video Relay Services and a calling assistant facilitates the call for them
 - They are calling through a relay service so there is no cost associated with the call translation
 - Long Distance charges would apply if consumer makes a long distance call

On-Line Interpreting

- ◆ On Line Interpreting
 - Usage allows an off-site interpreter to translate conversations as if they were on site
- ◆ Will need to schedule an interpreter through CSD on-line interpreting
- ◆ DRS has set up an account with CSDIO for all the district offices (*see account setup*)
- ◆ Costs will apply per our interpreting online contract with CSD

Quick Look At Keypad

Keypad Legend

1. Notification Lamp
2. Call Key
3. Phone Book
4. End Call
5. Speed Dial Keys
6. Alphanumeric Keypad
7. Navigation Keys & OK
8. Cancel
9. Speaker
10. Headset
11. Microphone ON/OFF
12. Video Privacy ON/OFF
13. Volume Control
14. SelfView
15. Picture-in-Picture (PIP)
16. Display Settings
17. Missed Calls List
18. External Services
19. Configuration Settings
20. Help



The Cursor Navigation Keys



Speed Dial Keys



Screen Icons



Microphone Off. This indicator is shown when the microphone is turned off. Press the **Microphone Off** key again to turn the microphone back on.



Video Privacy. This indicator is shown when the **Video Privacy** key on the keypad is activated. No camera images are sent from your system when the privacy indicator is displayed. Press the **Video Privacy** key again to deactivate the feature.



Volume Off. This indicator is shown when the volume is turned off. Press **Volume +** to turn the volume back on.



How to Place a Call

Using Manual Dialing to Place Video Calls

- ◆ Open the call menu using either of these two methods:
 - Press the green call key – or
 - Press any digit 0-9
- ◆ Dial (using the keypad) a videophone or voice phone number manually
- ◆ Press the Call key and wait for the call to connect
- ◆ No need to press 1 or any number prior to the actual number
- ◆ Make sure the cover is off the camera lenses
- ◆ Focus the camera by turning the lenses back and forth



Handling Incoming Calls

Three Ways to Accept Incoming Calls:

- ◆ Press the green Call key
- ◆ Use the Cursor keys to navigate to the green accept icon in the menu and press the OK key on the keypad
- ◆ Press the Speakerphone Key



Two Ways to Reject an incoming Call:

- ◆ Press the red Call Reject key on the Keypad
- ◆ Use the Cursor keys to navigate to the red Reject icon in the menu and press the OK key on the keypad

Features

- ◆ My Contacts
 - No need to remember a number
- ◆ Z Alert
 - Alerts via email for incoming calls
- ◆ My Mail
 - Video answering machine
- ◆ Will not be able to use my contacts or z-alerts until the profile is changed from state office to your office

Managing My Z-VRS on Line

- ◆ You can find your profile information online at www.ZVRS
- ◆ Once established your profile will contain: your name, user name, email address, & security question
- ◆ Will be able to receive a notice via email when a call is being received
- ◆ Can manage your contact list online

Trouble Shooting & Customer Care

- ◆ The Z-150 comes configured
- ◆ All setting are preset and ready to go
- ◆ If you have problems you can call customer care at 800-997-3628
- ◆ If your Zphone is not working properly you can also try to reboot by pressing **#**
- ◆ Should reboot weekly or monthly

Zphone Numbers

- ◆ Aberdeen DRS- 605-496-7350
- ◆ Brookings DRS- 605-496-7348
- ◆ Rapid City DRS- Not set up yet
- ◆ Watertown DRS- Not set up yet
- ◆ Yankton DRS- Not set up yet
- ◆ Sioux Falls DRS - 605-609-1947
- ◆ Sioux Falls SBVI - 605-496-7349
- ◆ Sioux Falls ILC - 605-609-0199
- ◆ Janet Ball State Office - 605-609-1912
- ◆ Julie Paluch State Office - 605-496-7351
- ◆ WRDI - 605-496-7346

Questions
